



CAREER OPPORTUNITY

UNITED STATES BANKRUPTCY COURT
Central District of California

POSITION	POSITION OVERVIEW
SELF HELP DESK TEAM LEADER (INTERNAL CLERK'S OFFICE APPLICANTS ONLY)	<p>The Self Help Desk Team Leader works in a team-based environment and is responsible for managing the Court's programs established to assist self-represented parties including, implementing, enhancing, and publicizing the Court's electronic petition filing program for self-represented parties. The Self Help Desk Team Leader oversees the assignment of work and provides technical and functional direction to other Self Help Desk staff. The position directs the Court's coordination with pro bono attorney groups and drafts, enhances, and customizes materials for use by the public. The specific duties of the Self Help Desk Team Leader include, but are not limited to: developing and providing training for Self Help Desk staff district-wide; answering questions; acting as liaison between self-represented parties and other court personnel; providing procedural and rules information to the public; assisting the self help clinics by providing assistance to parties; assisting parties with the electronic petition submission and screen navigation; developing uniform and accurate responses for staff to frequently asked questions; assisting in the compilation of statistics and material for the Court's Pro Se Annual Report and other publications; serving as a member of the Court's Pro Se Resources Committee; staffing the Debtor's Assistance Project (DAP) Committee; and conducting procedural training as needed on the use of the electronic submission software for self-represented filers. The successful candidate will retain their current status as either a temporary or permanent employee.</p>
LOCATION	
LOS ANGELES, CA	
SALARY/TARGET	
CL27 \$ 51,645 - \$ 83,994	
OPENING DATE	
February 26, 2014	
CLOSING DATE	
March 12, 2014	
ANNOUNCEMENT	
14-06	

QUALIFICATIONS

To qualify for the position of Self Help Desk Team Leader, an applicant must possess three (3) years of specialized experience, including one (1) year equivalent to work at the CL 26 level. Specialized experience is progressively responsible clerical experience requiring the regular and recurring application of clerical procedures involving the routine use of keyboard skills, use of specialized terminology, and demonstrated ability to apply a body of rules, regulations, directives, or laws. Applicants must possess excellent communication and interpersonal skills, an even temperament, and promote teamwork in the workplace. Also, the applicant must professionally represent the Court in communications with attorneys, trustees, debtors, and the public; handle a large volume of work and be able to plan, organize, and prioritize work; use tact, sound judgment, and initiative within established policy and procedural guidelines; and establish, maintain, and foster positive and productive working relationships with other Self Help Desk staff. Proficiency in Windows, Word, Excel, and PowerPoint.

EDUCATION

Completion of a Bachelor's Degree in business, accounting, public administration, or related field is highly desirable. Education from an accredited college or university institution may be substituted for general experience on the basis of one academic year (30 semester or quarter hours) equals nine months of experience. High School Diploma, GED, or the equivalent is required.

PLEASE NOTE: Education transcripts must be submitted for verification prior to the start of employment.

BENEFITS

The United States Bankruptcy Court offers a generous benefits package to temporary employees which may include:

- 10 Paid Holidays
- Paid Sick Leave
- 13 Days Paid Vacation (for the first three years)
- 20 Days Paid Vacation (after three years)
- 26 Days Paid Vacation (after fifteen years)
- Medical Coverage
- Life Insurance Options
- Eligible for Long Term Disability Plan Options
- Long Term Care Plan Options
- Flexible Spending Account Options
- Credit Union Participation

INFORMATION FOR APPLICANTS

Applications should be submitted to the Human Resources Department located at 255 East Temple Street, 10th Floor, Los Angeles, CA 90012. Applications may be obtained in the Human Resources Department at the address listed above, by calling the 24 hour job information line at (213) 894-3129, or by visiting our website at www.cacb.uscourts.gov. Applications and resumes may be faxed to (213) 894-7498.

The Court reserves the right to modify the conditions of this job announcement, withdraw the job announcement, or fill the position(s) sooner than the closing date, if a closing date is shown, any of which actions may occur without any prior written or other notice. Temporary positions may be converted to permanent without further competition. This job announcement may involve filling more than one position described herein. This position is subject to mandatory EFT participation for payment of net pay (i.e., Direct Deposit). Successful applicants selected for interview may be required to respond to a written questionnaire. The United States Bankruptcy Court is an at-will employer and requires employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. The final candidate will be subject to a records check with law enforcement agencies. Verification of employment eligibility according to the Immigration Control and Reform Act of 1986 will be required of all new employees of the Bankruptcy Court.

The United States Bankruptcy Court is an Equal Opportunity Employer. The Ninth Circuit EEO Plan is available for review upon request. We appreciate your interest in employment with the United States Bankruptcy Court.

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